



Second Annual Development Services Customer Service Awards

**Ceremony on
January 20, 2006**



**Congratulations to our Winners,
and all who participated and attended.
Your efforts are appreciated!**

Rookie of the Year – awarded to those who not only survive, but thrive.

Honorable Mention: Mateo Osorio, check-in staff, CSI
Travis Cleveland, current planning, LDR
Bob Manis, ADD, LDR
Robin Bircher, plan processing, CSI
Alex Hempton, landscape reviewer, LDR

Third place: Alberta Martinez, Assistant to the Chief Building
Official, DB&S

Second place: Ghadeer Aziz, DPI, CSI

First Place: Scott Humphrey, combination inspector, DB&S Field
Office

Team Player Award – the person you can count on, always does what’s best for the whole group

Honorable Mention: Marques Lawrence, Document delivery, CSI
Susan Bender, MIS, CSI
Lorena Grijalva, Records, CSI
Kelley Saunders, current planning, LDR

Third Place: **TIE** Sandra Tarbor, Check-in, CSI
Darcell Carter, Document delivery, CSI

Second Place: Gary Lau, engineer, DB&S

First Place: Sylvia Perez, public information clerk, DB&S Field Office

The Patience Award – given for having the utmost patience with customers and co-workers

Honorable Mention: Geoffrey Chan, engineer, DBS
Dawn Hopkins, Records section, CSI
Charley Buchanan, Screening, CSI

Third Place: John McGoyne, Submittal, CSI

Second Place: Natasha Colona, Check-In, CSI

First Place: Rosa Garcia, supervising plan review specialist, CSI

Fiasco Recovery Award – for the person who can take lemons and turn them into lemonade.

Honorable Mention: Nabil Chehade, engineer, DBS
Nancy Martinez, Electrical Inspection Supervisor, DBS

Third Place: Denise Jenkins, administrative aide, CSI

Second Place: Stacey Harris, Records section, CSI

First Place: Jama Vega, Submittal Counter, CSI

Always Cheerful – the award given for those who keep us smiling

Honorable Mention: German Murillo, Submittal, CSI
Aida Gurmu, engineer, DBS
Raquel Herrera, Clerical support, CSI
Elizabeth Shearer-Nguyen, environmental analysis, LDR
Richard Lewis, current planning, LDR

Third Place: Yolanda Baldwin, Submittal, CSI
Second Place: Jannese Franco, combo inspector, B&SField

First Place: Pearl Adams, public information clerk, CSI

Marathon Award – this award goes to the person who goes the extra mile

Honorable Mention: Gary Himaka, engineer, DBS
Curtis Brown, over-the-counter review, DBS
Vicki Foley, fire review and inspection, DBS
John Sylvester, Submittal, CSI
Third Place: Cheryl Barnett, plan review, Field Office, DBS
Second Place: Patricia Sierra, Publications, CSI

First Place: Bill Teachworth, structural plan check engineer, DBS

MacGyver Award – based on the hit 1980s TV adventure show in which the hero, Angus MacGyver, used science and his wits rather than violence and solved most any problem with duct tape and paper clips.

Honorable Mention: Lynda Marika, combo inspector, DBS
Larry Lewis, engineer, DBS
Arturo Quinto, records, CSI
Sandra Tarbor, public information clerk, check-in counter, CSI

Third Place: Derrick Johnson, project manager, CSI
Second Place: Ali Fattah, research engineer, DBS

First Place: Ed Childs, document delivery and distribution, CSI

The Wizard Award – for the staff member who performs magic

Honorable Mention: Nitin Nakrani, engineer, DBS
Sheila McKinze, public information clerk, field office, DBS
Ed Childs, document delivery, CSI
Lynda Pfeifer, customer ombudsperson, CSI
Isam Hasenin, DD, CSI

Third Place: Juan Alvarez, records, CSI

Second Place: Laura Black, project manager, CSI

First Place: Cal Johnson, plan review specialist with combination review, CSI

Innovator Award – for the person who brings new ideas and tries new things

Honorable Mention: Davida McDaniel, public information clerk check-in, CSI
Sandra Tarbor, public information clerk check-in, CSI
Matt Papuga, engineer, DBS

Third Place: Dave Flores, mechanical inspector, DB&S Field

Second Place: Brit Rockafellow, fire plan review and inspection, DB&S

First Place: Ghadeer Azez, DPI, CSI

A new category this year is **Tight Rope Walker**, geared toward our goal of providing balance between development and community interests.

Honorable Mention: Chris Larson, current planning, LDR
Kelly Broughton, DD, LDR
Art De Bolt, ADD, DBS
Isam Hasenin, DD, DBS
Ernie Tamayo, Principal plan review specialist, CSI

Third Place: Cory Wilkinson, project manager, CSI

Second Place: Sam Lindsey, structural inspector, DBS Field

First Place: Lynda Pfeifer, customer ombudsperson, CSI

Another new category is **Positively Proactive**, given to the staff member who anticipates and acts.

Honorable Mention: Isam Hasenin, DD, DBS
Lynda Pfeifer, customer ombudsperson, CSI

Third place: Mike Finnerty, structural inspector, DBS Field
Second place: Robert Gray, Records, CSI

First place: Gary Geiler, senior planner, LDR

Don't Shoot the Messenger – for the staff member who delivers bad news kindly, with explanation and offers solutions.

Honorable Mention: Jim Romines, reception, DBS
Joe Harris, Chief Specialist Inspector, DBS
Jim Rehoreg, PTS guru

Third Place: Floyd Jackson, reception, LDR
Second Place: Ali Fattah, research engineer, B&S

First Place: **William Barranon, Chief Combination Inspector, DBS Field Office.**

Passionate about Customer Service, feel it in your hearts!

Honorable Mention: Kelly Saunders, current planning, LDR
Mathew Tomas, screening, CSI
Ziad Doudar, engineer, DBS
Rick Mathis, combination inspector, DBS
Lynda Pfeifer, customer ombudsperson
Andy Shaw, DPI, CSI

Third Place: Dolores Gonzalez, submittal, CSI
Second Place: Natasha Colona, check-in, CSI

First place: Justy Kozachenko, project management reception, CSI

We have two special awards this year, which were not on the ballot.

Behind the Scenes: The first award was selected by the Customer Service Committee to properly recognize internal customer service. We call it the “**Behind the Scenes**” award.

Third place: Susan Bender, MIS supervisor, CSI

Second place: Edith Murguia, payroll, CSI

First place: Evelyn Vaughan, account clerk, CSI

Our second new award is the **Director’s Choice**, selected by Gary Halbert for exceptional merit and outstanding customer service.

Director’s Choice Award Winner: Sandra Huff, PRS II, CSI

MVP – for our most valuable player

Honorable Mention: Juan Alvarez, records, CSI
Pearl Adams, public information clerk, check-in, CSI
Charley Buchanan, screening, CSI
Rick Rhoads, ADD, CSI
Julia Rosaler, structural inspector, DBS
Lynda Pfeifer, customer ombudsperson

Third Place: Ryan Hay , PRS, CSI

Second Place: Jama Vega, submittal, CSI

First place: Pete Fischer, Structural Plan Check, DBS.

Congratulations!